

## Complaints & Compliments Policy

Academy Training Ltd is continuously looking to improve and welcomes feedback on compliments and how improvements can be made to the services offered. This procedure is relevant to all stakeholders and our key aim is to provide the best service we can using outcomes to develop and improve services.

All feedback should be raised initially to your main point of contact or through our designated feedback form, detailing the nature of your feedback – this will allow us to review the information provided and take appropriate action.

Academy Training Ltd will respond to feedback within 3 working days.

### Compliments

Compliments will be shared with the wider team or key individual and may be used for celebration or case studies (pending stakeholder approval).

If, for any reason, you feel the need to make a formal complaint please follow the procedure set out below:

### First Stage

Where you are unhappy with a programme or a service provided, please contact us, within 10 working days, stating the nature of your complaint addressed to;

- [kelly@academytrainingltd.co.uk](mailto:kelly@academytrainingltd.co.uk)

Upon receipt of your complaint, an investigation will take place and within 10 working days of receipt of your complaint we will write to you to inform you of the outcome. If the investigation has not been completed after 10 working days, we will write to inform you of the anticipated timescale for completing the investigation.

### Appeal Stage

If, on receipt of the outcome of Stage One you are dissatisfied with the outcome or any proposed action you should immediately write to Anthony Bromirski the Executive Director at:

- [anthony@academytrainingltd.co.uk](mailto:anthony@academytrainingltd.co.uk)



The Executive Director will then investigate and will write with the outcome of their investigation within 21 days. If the complaint cannot be investigated within this timescale, the Executive Director will write to the individual stating when an investigation will be completed.

If after following the above procedure an individual believes that their complaint has not been satisfactorily resolved, they may raise their concerns directly with the ESFA at:

[complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

Alternatively, you may write to:

**Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT**



## **Complaints and Compliments Policy**

**Date Last Reviewed:** 25 January 2024

**Effective From Date:** 25 January 2024

**Date of Next Review:** 25 January 2025

**Board Sign Off:**

**Name:** Anthony Bromirski

**Signature:**

